



The CHARLESTON REPORT

Business Insights into the Library Market

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Libraries on the Move

The California Digital Library (CDL) has announced a major development partnership with the Public Knowledge Project (PKP) to assist with the ongoing development and support of PKP's open source software suite — OJS (Open Journal Systems), OCS (Open Conference Systems), and OHS (Open Harvester System). A fourth component, OMP (Open Monograph Press) is due for release later this year. CDL provides digital library development and support for University of California libraries and the communities they serve. The CDL Publishing Group recently transitioned its 45 eScholarship journals to OJS which now serves as its journal management and submission system. To learn more about CDL Publishing, contact Catherine Mitchell at <catherine.mitchell@ucop.edu>. For more information on PKP, logon to <http://pkp.sfu.ca>.

The Association of Research Libraries (ARL) has announced the release of its "Code of Best Practices in Fair Use for Academic and Research Libraries," a clear and easy-to-use statement of fair and reasonable approaches to fair use developed by and for librarians who support academic inquiry and higher education. Supported by a grant from The Andrew W. Mellon Foundation, the Code was developed by ARL in partnership with the Center for Social Media and the Washington College of Law at American University and is based on dozens of interviews with veteran research and academic librarians. The Code deals with common questions in higher education including when and how much copyrighted material can be digitized for student use and whether video should be treated the same way as print. To learn more or to download the Code, logon to: <http://www.arl.org/pp/ppcopyright/codefairuse/code/index.shtml>.

The Council on Library and Information Resources (CLIR) and the National Institute for Technology in Liberal Education (NITLE) have announced the formation of Anvil Academic, a digital publisher for the humanities which will focus on publishing new forms of scholarship that cannot be adequately conveyed in the traditional monograph. Works published through Anvil will be available through Creative Commons licenses on the Web and as apps on portable devices. The title production system will be developed jointly by NITLE and CLIR for use by other institutions, each of which would have the opportunity to publish under its own imprint. It is expected that Anvil will publish its first title in late 2012. Plans call for extension of the service to additional publishers, scholarly societies, librarians, administrators, and faculty from member schools to participate in planning and developing Anvil-forged college and university publishing enterprises. Publishers or others who are interested in collaborating in this effort should contact Anvil Editor-in-Chief Fred Moody <fmoody@nitle.org>.

ER&L 2012 Offers Virtual Conference Experience

... Reported by Jill Emery, Collection Development Librarian, Portland State, <jemery@pdx.edu>

The Electronic Resources & Libraries planning group is really excited by how the 2012 conference, set for April 2-4, 2012 in Austin, Texas, is shaping up. When we began this conference seven years ago, our goal was always to have an online component where virtual attendees would be participating in the conference with in-person attendees. 2012 marks the year where this possibility becomes a reality. In addition to live streaming of the plenary sessions, we will be offering live streamed sessions during the entire course of the conference.

We're also extremely pleased to be able to offer such a dynamic and thought-provoking opening session with Andrea Resmini as our opening conference speaker. As technology evolves, we must consider all user experiences in libraries and Andrea's work in designing cross channel user experiences will provide much food for thought.

ER&L is hosting extended workshops both before and after the conference on topics as diverse as "Preparing an Institutional Review Board Application for Human Subjects Research: What does the IRB want?" to "A Licensing Crash-Course: Everything You Need to Begin the Challenge." All four of the workshops scheduled provide insight and growth for the electronic resources professional.

Lastly, the conference would not be nearly as popular or successful as it is without the help of numerous volunteers and the sponsored support we receive from numerous members of the information supply chain. The ER&L conference truly become a place where the interested parties are able to come together and explore the management and future of electronic resources in libraries. To learn more about the virtual conference tools, logon to <http://www.electroniclibrarian.com/conference-info/online-conference#>. To attend virtually, logon to <http://www.electroniclibrarian.com/conference-info/registration#>.

TCR Quotes

"My library has a budget of \$850,000 to buy e-books, but we can't find enough e-books to buy, because publishers won't sell them to us." — Monique Sendze of the Douglas County (Colorado) Public Library at this year's Digital Books World Conference and Expo. <http://www.publishersweekly.com/pw/by-topic/digital/conferences/article/50375-digital-book-world-new-retail-channels-the-library-e-book-wars-and-bundling.html#>

Short Takes

The mobile wallet is becoming a reality. Apple is rolling out its EasyPay payment system which uses iTunes as a virtual bank. Available inside Apple's own "Apple Store for iOS app." EasyPay lets users purchase accessories at Apple retail stores just by scanning in the barcode and completing the transaction on their iOS device. According to Jonny Evans, a blogger for *Computerworld*, users enter their Apple ID and then payment is taken using the credit card associated with their iTunes account. Read more at http://blogs.computerworld.com/19233/apple_quietly_begins_iphone_as_wallet_in_store_trials#.

The Bodleian Libraries of Oxford University have launched their first app, entitled "The Making of the King James Bible." Created in conjunction with Toura, a leading solution for cloud-based mobile app development, the app was launched to coincide with the 400th anniversary of the *Bible's* publication and the Bodleian's exhibition, "Manifold Greatness: Oxford and the Making of the King James Bible." Featuring over 60 items from last year's summer exhibition, the app brings together many of the books and documents that lay behind the *King James Bible* translation, tracing the history of the book and particularly the role of Oxford and the influence of the translation in England up to 1769, the year that the *King James Bible* was first revised — resulting in the "Oxford Standard" version that the world knows today. Read more at <http://www.bodleian.ox.ac.uk/news/2011-aug-5#>.

Draft Release 4 of the COUNTER Code of Practice for e-Resources is now available on the COUNTER Website. This new Release has been developed with input from vendors, librarians and intermediaries, and is a single, integrated Code of Practice covering journals, databases and books, as well as multimedia content. The new Release supersedes both Release 3 of the Code of Practice for Journals and Databases (published in 2008) and Release 1 of the Code of Practice for Books and Reference Works (published in 2006). Although the public comment period for the draft ended on January 20, 2012, interested parties may still wish to contact COUNTER Project Director <pshepherd@projectcounter.org>. A final, definitive version of Release 4 is scheduled for publication in March 2012, with a deadline for implementation by vendors of December 31, 2013. Learn more at http://www.projectcounter.org/code_practice.html#

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The Charleston Report is written for publishers, vendors, product developers, merchandisers, and wholesalers who are interested in expanding their library market. Readers will gain insights in effective marketing to libraries, early alerts to library trends, access to library leaders' future plans, library budget projections, library strategic plans, technology directions, and publications needs.

For comments and contributions, contact Rebecca Lenzini, <rlenzini@charlestonco.com>, Editorial Offices, 6180 East Warren Avenue, Denver, CO 80222. 303-282-9706, FAX: 303-282-9743, (c) Copyright 2010, The Charleston Co. All rights reserved. ISSN 1091-1863.

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By the Numbers

\$9.7 billion... Projected e-book revenues by 2016, according to UK-based research firm Juniper Research which released their study entitled "Mobile Publishing 2011-2016." Of note, the figure is roughly 3 times the 2011 figure of \$3.2 billion. http://www.digitalbookworld.com/2011/research-e-books-at-10-billion-bookstores-under-pressure-in-2016/?et_mid=529147&rid=230066201#

12,000... The number of scholarly book titles now included in MUSE, representing titles from nearly 70 university presses and related publishers that can be located and browsed along with the content from MUSE's more than 500 journals. Also notable: new 2012 book titles will soon begin appearing on MUSE simultaneously with their release in print. Learn more at muse.jhu.edu.

82.86%... The percentage of public libraries surveyed who plan to install self-checkout machines (compared to 44.83% of academic libraries), according to the recent "Survey of Use of RFID in Libraries," conducted by The Library Resources Group. For more info or to purchase the complete report, logon to <http://www.libraryworks.com/#>.

\$152.4 million... The amount spent by academic libraries in the U.S. for electronic books, serials backfiles and other materials in fiscal year 2010, according to Gary Price, Co-Founder and Editor, *INFOdocket.com* and *FullTextReports.com*. Also noted: expenditures for electronic current serial subscriptions totaled about \$1.2 billion. Read more at <http://infodocket.com/2011/12/13/new-academic-library-statistics-2010-released-by-national-center-for-education-statistics-nces/>.

Apple Aims at eTextbook Market

Apple has announced the release of three new products aimed squarely at the eTextbook Market:

- **iBooks 2**, a new version of its electronic bookstore, where students can download textbooks which have the ability to display interactive diagrams, audio and video.
- **iBooks Author**, a Macintosh program for creating textbooks and other books which includes templates provided by Apple which can be customized by publishers and authors.
- **iTunes U**, an app for instructors to create digital curricula and share course materials with students.

Apple's initial publishing partners include Pearson, McGraw-Hill and Houghton Mifflin Harcourt. To learn more, visit the "Apple in Education" Website <http://images.apple.com/education/ibooks-textbooks/#>.

Check It Out!

ATG's NewsChannel is one of three industry news vehicles selected by ProQuest to offer a hotlink to a trial of its new Vogue Archive. ATG joined *Library Journal's* eViews and *Information Today's* Newsbreaks in offering the link.

Hot Topics from ALA MidWinter, Dallas, Texas, January 20-24, 2012

... Reported by Judy Luther, *Informed Strategies*, <judy.luther@informedstrategies.com>

Recurring themes throughout ALA reflected the need for libraries to be more efficient and more innovative. Even the expected conversations on budgets, eBooks, and Patron Driven Acquisition spoke to the need for metrics that reinforced the value of the library.

Restructuring is a hot topic for academic libraries as they seek to streamline operations. Just before ALA midwinter Harvard University released recommendations based on a two year study for the University to consolidate its fragmented system of 73 branches which will enable it to achieve much needed economies of scale. If the plan is accepted, library information technology staff will become part of campus IT enabling the university to make integrated strategic decisions about the digital future.

Empowering Voices: Transforming Libraries, the ALA President's Program. Facilitated by David Lankes of Syracuse University, two sessions were devoted to small group discussions taking a critical look at the aspiration goals of the community and the need to transform libraries and librarianship. Participants discussed what would be different in the future, what tools will be needed and what assumptions must change. Ideas shared included cross training staff, releasing more control and the power of listening to the community and to each other.

A demo of Public Library Association's recently released PLAmetrics showed how subscribers can customize 9 years of data collected through the Public Library Data Service (PLDS) Statistical Report. This new subscription service (for \$250/

year) provides access to data on finances, library resources, annual uses, and technology that can be employed for peer comparisons, benchmarking or trend analyses. PLA meets in Philadelphia, March 13-17, 2012.

MediaSurfer drew a lot of attention in the exhibit hall with its sleek first-of-a-kind kiosk that dispenses iPads loaded with content. Libraries supply the tablets and can integrate these devices with their ILS systems. With a simple swipe of a library card and a credit card, patrons can use a touch screen to check out an iPad or other device for a designated period of time. www.getmediasurfer.com

ALA TechSource will offer a two part workshop on Integrating iPads and Tablet Computers into Library Services. Rebecca Miller, Carolyn Meier and Heather Moorefield-Lang, all from Virginia Tech, address how to build a tablet program from selection and purchase through deployment. Tablets can increase productivity and improve programs in reference services, collection management and library instruction.

Demos of ExLibris' Alma, will provide an overview of systems that are designed to reengineer workflows by integrating institutional patron and financial data. Collection decisions are supported by a customizable dashboard that presents cost per use on titles and collections.

Polaris has redesigned its ILS for increased flexibility, more features and enhanced functionality that includes a customizable user interface, an integrated search function and the ability to exchange content with other organizations to help to position the library as a central repository for information for the community at large.

Personal Notes from ALA Midwinter

... from Eleanor Cook, *Collections & Technical Services, East Carolina University*, <COOKE@ecu.edu>

There was lots of talk about open source systems and metadata at the Big Heads of Technical Services discussion group. Also discussed was metadata, Web curating, management of remote storage facilities, digital scanning activities, and catalogers learning metadata coding. There is a new LITA/ALCTS interest group for building communities of practice for these new activities. Observation from Diane Hillman (a leader of metadata standards): "Catalogers need to stop thinking about records and instead be thinking about data." <http://americanlibrariesmagazine.org/ala-members-blog/beginning-lita-code-year-interest-group>

Nancy Gibbs spoke about the Duke University e-Book Advocacy Statement which states that the format of the book, along with the content plays an important role in the research process. The libraries advocate optimal e-Book functionality in every phase of the research process. The library has functionalities that they consider an essential part of research support. <http://library.duke.edu/ebookstrategy/statements.html>

"Speculative" purchasing is no longer possible, even by large research institutions. PDA (patron driven acquisitions) is a model many are adopting. Apparently the PDA models being used by larger institutions have the 4th loan as the trigger for purchase. Jim Mouw (U. of Chicago) made the observation that some eBooks are costing the publishers MORE to produce than print. There was talk about what is really the "Collection of record" for certain subject areas. It was observed that

in some disciplines, the purchase of eBooks drives more use of print books.

The program: "Do I Own these E-books or Not?: The Adventures of Jo Budler, Kansas State Librarian" was a program where Carrie Russell (ALA's Office of Information Technology Policy) interviewed the State Librarian of Kansas about their subscription to the Overdrive service and how they had to break their contract after Overdrive changed the ownership conditions for items that the library thought they had bought.

The coolest thing I saw at the Exhibits was this new-fangled thing to store and charge and wipe tablets and e-reader devices. See it at: [Getmediasurfer.com](http://www.getmediasurfer.com) – <http://www.getmediasurfer.com/product-details.html>.

Ed Note: As expected, overall attendance numbers for ALA's January Midwinter Meeting in Dallas, Texas, saw new lows relative to previous years. But while the number of companies exhibiting declined, the number of registered exhibitors rose substantially, at least according to official figures issued by ALA Headquarters. See below.

	2012 Dallas	2011 San Diego	2010 Boston	2009 Denver
Attendees	6,236	7,549	8,526	7,905
Exhibitors	3,693	2,561	2,569	2,315
Total	9,929	10,110	11,095	10,220
Companies	430	448	452	494

Did You Know?

Redbox has become the most popular source of DVD and Blu-ray disc rentals in the U.S., according to a January survey from market research company NPD. The survey revealed a sharp drop in rival services, including Netflix. NPD's VideoWatch tracker, which surveyed over 38,600 movie renters and an additional 74,000 Blu-ray renters, noted a marked shift away from the renting of physical discs themselves, with more and more consumers turning to streaming instead. NPD said that consumer rentals of DVDs and Blu-ray discs fell by 11% versus the prior year. Of note, nearly one in three video rentals actually occurred either online or via on-demand cable, which NPD lumped together as a single video-on-demand service. <http://www.pcmag.com/article2/0,2817,2399164,00.asp#>

Library e-book Lending System Leads to Book Buying

January's 2012 Digital Book World conference in NYC included a panel focused on new models for e-book lending that feature a book-purchasing component. As part of the panel, Monique Sendze of the Douglas County (Colorado) Public Library discussed her local digital platform that integrates e-books into the library online catalog and allows patrons to not only borrow e-books from the library but to buy them if they want to avoid the wait. "3 clicks to buy, no more," said Sendze who noted that "20,000 people clicked on the buy buttons," during three weeks in January. <http://www.publishersweekly.com/pw/by-topic/digital/conferences/article/50375-digital-book-world-new-retail-channels-the-library-e-book-wars-and-bundling-.html#>

QR Codes: A Novel Way to Introduce First Year Students to the Library

... Reported by *Burton Callicott, Librarian, <callicottb@cofc.edu>* and *Jolanda-Pieta van Arnhem, Instructor & Library Technology Manager, College of Charleston, <vanarnhemj@cofc.edu>*

QR codes are just catching on in the United States and libraries are following suit. Many librarians were alerted to the existence and possibilities of QR codes when "Guided by Barcodes" appeared in the July 22nd, 2010 issue of *American Libraries*. This short piece which provided a succinct explanation of the codes and how they might be used in a library setting led to an experiment in QR codes and bibliographic instruction at the College of Charleston. In an attempt to engage first year students and enliven library visits, librarians worked with a freshman English class to create a scavenger hunt that utilized QR codes.

Students taking part in the exercise gathered in a library classroom to separate into small groups and to test out their mobile phones on sample QR codes. Once the groups were assembled and had their working mobile devices at the ready, they were sent out into the library with clues on where to start the scavenger hunt that would take them to key service points and course related research guides. Each code either generated a text message clue or brought them to an interactive Website.

The goal of the hunt was to introduce students to library services and resources in a way that was informal but interactive. In addition to leading students to the physical reference desk,

academic support office, book and journal stacks, they were also directed to computer terminals where they could interact with librarians via chat as well as see online research guides developed specifically for their class. The bridges provided by the QR codes added a new dimension to a tried and true library exercise in a way that enabled librarians to teach students not only how and where to find information but how to retrieve, analyze, evaluate, and use information.

For many of the students this library visit was the first time that they had encountered QR codes and they were pleasantly surprised to find that many of their phones were equipped to read the codes without having to download an "app." In addition to the unique and seamless ways that the QR codes integrate online and human library resources, the sheer novelty of the codes made the library visit a memorable experience — much more so than a traditional walk and point library tour. By introducing students to a new mobile tool, librarians conveyed a message to the students that the library is relevant, useful, and cool.

For more information about QR codes at the College of Charleston Libraries visit: <http://libguides.library.cofc.edu/qrcodes>.

Mark Your Calendars

March 11-13, 2012 – SPARC 2012 Open Access Meeting, Kansas City Intercontinental Hotel, Kansas City, MO. Details and registration information available at: <http://sparc.arl.org/civicrm/event/info?reset=1&id=94#>.

March 21-23, 2012 – Computers in Libraries 2012, Hilton Washington, Washington, DC. Learn more at <http://www.infotoday.com/cil2012/#>.

March 26-28, 2012 – UKSG 35th Annual Conference and Exhibition, Scottish Exhibition and Conference Center, Glasgow, UK. Registration information available at <http://www.uksg.org/event/conference12#>.

April 2-4, 2012 – 2012 Electronic Resources & Libraries Conference, AT&T Conference Center, Austin, Texas. A don't miss event. Learn more at <http://www.electroniclibrarian.com/#>.

April 12-14, 2012 – 14th Fiesole Collection Development Retreat, "Advancing Global Scholarship in STM and the Humanities," Fiesole, Italy. Registration information available at http://www.casalini.it/retreat/retreat_2012.html#

April 18-20, 2012 – 15th Distance Library Services Conference, Peabody Hotel, Memphis, TN. For details, logon to <http://ocls.cmich.edu/conf2012/program.php#>.